#### MEMORANDUM

TO: Chairman Ron Jones

> Director Debi Tate Director Pat Miller Director Sara Kyle

FROM: Eddie Roberson, Jr.

Chief, Consumer Services Division

September 12, 2005 DATE:

CONSUMER SERVICES DIVISION MONTHLY REPORT-AUGUST  $^{\rm 1}$ RE:

| Regulated utility complaints received and investigated in August         | 125       |
|--|-----------|
| Non-regulated complaints received and investigated in August:            | 6         |
| Number of follow-up investigations made in August:                       | 375       |
| Year-to-date regulated utility complaint total:                          | 1,044     |
| Number of Telemarketing complaints investigated in August:               | 29        |
| Year-to-date Telemarketing complaints                                    | 254       |
| Year-to-date total of Tennesseans signed up for Do Not Call Register:    | 1,953,256 |
| Number of active telemarketing solicitors:                               | 464       |
| Number of Do Not Call Renewal Applications Approved                      | 80        |
| Number of Do Not Fax complaints investigated in August:                  | 88        |
| Year-to-date total of Do Not Fax complaints                              | 762       |
| Year-to-date total TDAP devices ordered:                                 | 1,076     |
| Number of calls to MCI Relay Center Intrastate: 38,353 Interstate: 4,390 | 42,743    |

<sup>&</sup>lt;sup>1</sup> Data in this report may change as information is updated.

#### **Regulated Table**

(Number of Regulated complaints received in August 2005)

### **Telephone Company's**

| 1. | BellSouth         | 65 |
|----|-------------------|----|
| 2. | CenturyTel        | 1  |
| 3. | Frontier/Citizens | 1  |
| 4. | Sprint United     | 1  |
| 5. | TDS               | 2  |
| 6. | United            | 1  |

## **CLECS**

| 1. | Alltel Communications | 1 |
|----|-----------------------|---|
| 2. | AT&T Business         | 1 |
| 3. | Birch                 | 4 |
| 4. | MCI                   | 6 |
| 5. | Momentum              | 1 |
| 6. | XO                    | 1 |
| 7. | Xspedius              | 1 |

## **Long Distance Companies**

| 1. | AT&T Residential         | 6 |
|----|--------------------------|---|
| 2. | AT&T Slam                | 2 |
| 3. | CenturyTel Long Distance | 1 |
| 4. | MCI                      | 8 |
| 5. | Sprint                   | 2 |

## Gas, Water & Electric

| 1. | AEP          | 1 |
|----|--------------|---|
| 2. | Atlanta Gas  | 1 |
| 3. | Atmos Energy | 2 |
| 4. | NGC          | 1 |

# <u>Relay</u>

| 1. MCI | 1 |
|--------|---|
|--------|---|

#### Resellers

| 1.  | Access Integrated Networks | 1 |
|-----|----------------------------|---|
| 2.  | American Telecom           | 1 |
| 3.  | Excel                      | 1 |
| 4.  | Freedom Communications     | 1 |
| 5.  | NCIC                       | 1 |
| 6.  | Reduced Rate Long Distance | 2 |
| 7.  | Ring Again                 | 2 |
| 8.  | US Telecom Long Distance   | 1 |
| 9.  | West Kentucky Network      | 1 |
| 10. | World Xchange/Acceris      | 1 |

## **Regulated Complaints for NR Companies**

| 1. | 900 Direct                       | 1 |
|----|----------------------------------|---|
| 2. | Member's Edge                    | 1 |
| 3. | Ben Lomand Rural Telephone Coop. | 1 |
| 4. | Nationwide Voice Mail            | 1 |

#### **Billing Agents**

| 1. | ILD Telecommunications | 2 |
|----|------------------------|---|
| 2. | OAN                    | 1 |

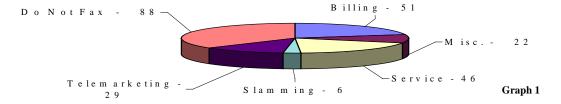
#### <u>VOIP</u>

| 1. | Time Warner Cable | 1 |
|----|-------------------|---|
| 2. | Vonage            | 2 |

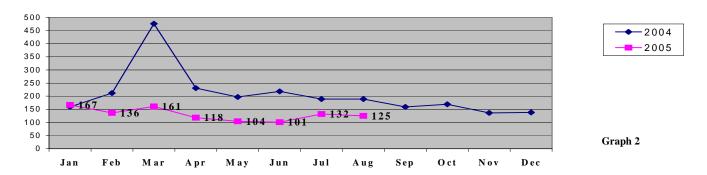
#### **Non Regulated Complaints**

| 1. | AT&T Business              | 1 |
|----|----------------------------|---|
| 2. | AT&T Residential           | 1 |
| 3. | BellSouth                  | 2 |
| 4. | Birch                      | 1 |
| 5. | Time Warner                | 1 |
| 6. | Twin Lakes Telephone Coop. | 1 |

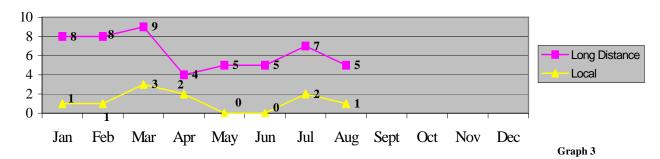
#### **Regulated Complaint Totals for August:**



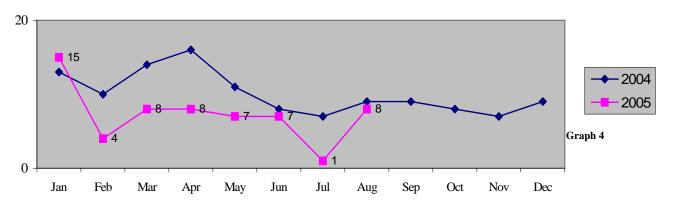
#### **Regulated Utility Complaints from 2004 -2005:**



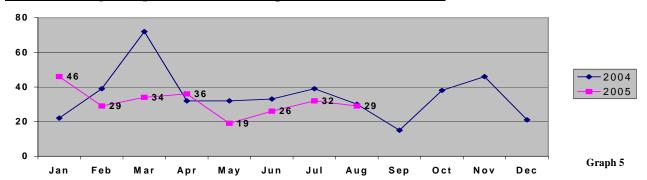
#### Slamming Totals: (Highest Number of Slamming Complaints for the Month of August: AT&T: 2)

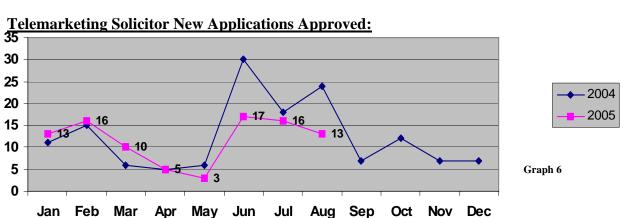


#### **County Wide Calling Complaints from 2004 and 2005**

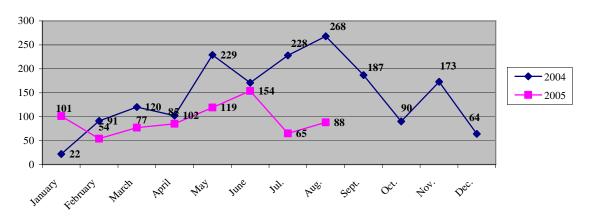


#### **Telemarketing Complaints:** (Most Complaints: Premier Travel: 3)



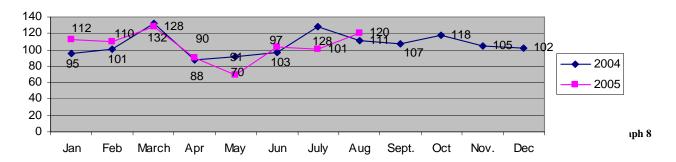


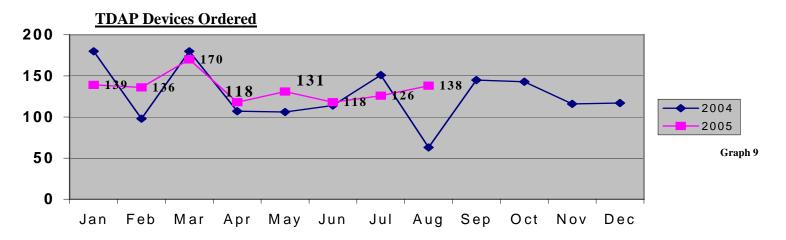
#### 2005 Do Not Fax Complaints



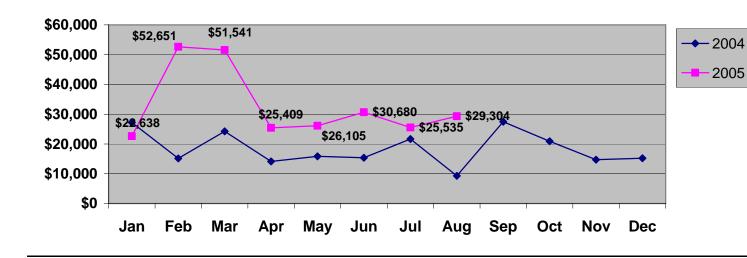
Graph 7

#### **TDAP Applications Approved**





#### **Total Cost of TDAP Devices Ordered:**



Graph 10